



Roopa Thimmanacherla

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Summary

- Over **3+** years of experience in IT as a **Salesforce.com CRM Administrator** and as a QA Analyst in manual testing.
- Certified in Salesforce as “**Salesforce Admin 201**”.
- Design, manage and execute on salesforce configuration projects of varying complexity to ensure the smooth operation of customer support and sales functions.
- **Administration, Configuration** and support experience on Salesforce.com CRM
- Skilled in customizing **standard objects** and develop **Custom objects, Page-Layouts**, and **Record-types** to distinguish between various requirements
- Experience in implementing the **Master-Detail, Look-up, Many-to-many** and **Hierarchical relationships**.
- Expertise in controlling the data access across the Application using **Field-level security** and **Organization-wide Defaults**, creating **Profiles, Queues**, setting up **Role Hierarchy**, Company profile and writing the **Sharing Rules** as per the Requirements
- Experience in validating the data using **Validation Rules, Assignment Rules** and configuration of Users.
- Knowledge on customer and partner portals, omnichannel configuration and chatter administration for lightning experience.
- Experience in migrating data from legacy systems to Salesforce using **Data Loader**.
- Expertise in Deployments using **Change set**.
- Understanding of basic **Triggers/Aura Components** and Apex code knowledge.
- Ability to read and help diagnose issues in Apex code.
- Build and maintain **Reports** and **Dashboards** in accordance with workforce requirements.
- Efficient in using automation tools such as **Flows, Process Builder, Workflow Rules** and comfortable with maintaining multiple Salesforce **AppExchange** managed packages installed in our Salesforce instance.
- Managed the Servicenow queue of production support tickets for the Salesforce platform.
- Developed and customizing salesforce.com application based on the user needs.
- Performed extensive Manual Testing using Quality center.
- Ability to work with multiple projects simultaneously.
- A very good team player with the ability to work independently, a competent, co-operative and result oriented IT consultant possessing excellent interpersonal, written and oral communication skills

Seeking the position of **Salesforce Admin** within a solid team of professionals that can utilize my broad skills and knowledge provides opportunities for further growth and improve my knowledge with the latest trends and to be a part of the team that works dynamically towards the growth of the Organization.

Education:

Bachelor of Technology – Electronics & Communications Engineering
JNTU, Anantapur INDIA

Sep 2007 - May 2011

Full Stack Web Development - UCSD Extension San Diego, CA

Sep 2023 - Mar 2024

Certification: *Salesforce Certified Administrator*

Work Experience:

Consultant - Salesforce Admin., Cap Gemini, Bengaluru, INDIA

sep 2014-oct 2015

- Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects and Custom objects of Salesforce.com (SFDC).
- Involved in Salesforce configuration.
- Implemented and customized Salesforce customer relationship management CRM for Marketing, Sales and Case Management.
- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Responsible for day to day Salesforce technical administration.
- Performed routine Salesforce data management/cleanup tasks
- Performed unit testing, integration testing, and performance testing of new application functionality. Analyze and mitigate issues identified during testing.
- Created Custom Objects to define Lookup and Master-Detail relationships and Configured Workflow rules and validation rules to implement business logic.
- Created Formula Fields and Configured Assignment rules and Auto response rules.
- Created Users and Profiles and Configured Tabular, Summary and Matrix Reports and Bucket Fields.
- Performed Data Migration using Data Loader and Import Wizard.
- Set up Single Sign On for internal users.
- Performed deployment between Environments and using change set.
- Able to analyze and interpret high volumes of data, using advanced excel formulas and Vlookups.
- Customized salesforce.com Fields, page layouts, Record Types and validation rules.
- Set permissions for users using Object-Level and Field-Level security best practices.
- Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
- Involved in creating and customizing Email templates and configuring them to the email alert within the workflow rule for a standard/custom object.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Build the organization's role hierarchy by adding the Roles as per the organization structure and create custom profiles to satisfy the organization's hierarchy.
- Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Created products, Quotes, contracts and campaigns.
- Created Knowledgebase, Macros, Quicktext, Entitlement Process and Milestones.

- Worked on various standard objects like Accounts, contacts, Cases, Lead, opportunities, Reports and Dashboards.
- Automated case management by creating assignment rules, escalation rules, auto response rules.
- Implemented Record-level and Field-level security and configured their sharing rules.

Sr. Software Engineer, Cap Gemini, Bengaluru, INDIA

oct 2013-sep2014

- Maintained salesforce platform by monitoring the tickets, user issues and employee workflows.
- Manage mass import and export of data using data loader.
- Created new custom objects, assigned fields, custom tabs, components, custom reports, compact Layouts, paths, sales process and support process, permission sets and permission set groups.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
- Involved in Accounts Merging, maintaining Public Groups.
- Responsible for creating Queues, Workflows rules and tasks to share and automate work to the users in the Queue.
- Maintained and customized salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
- Configured email to Case, Web to Case and live Agent.
- Managed multiple sandbox environments.
- Created change sets in QA and deployed the change sets to production.

Software Engineer, Cap Gemini, Bengaluru, INDIA

oct 2012-oct 2013

- Performed manual testing on client software projects.
- Maintained and updated test cases and test environment through software life cycle.
- Kept track of new requirements in the project and updated the test cases accordingly.
- Managed the entire quality assurance process in Quality Center including maintaining test cases, test execution, and defect tracking.
- Involved in preparing the Test cases based on business requirements.
- Executed the SOQL and SOSL queries to verify the database for the relevant test cases.
- Collaborating with Developers, Technical Project Managers and Product Managers to understand fast changing project requirements.
- Created Custom Objects to define Lookup and Master-Detail relationships and Configured Workflow rules and validation rules. Created Formula Fields and Configured Assignment rules and Auto response rules.
- Created PageLayouts, Record Types, Queues, Public Groups, Users, Roles and Approval Process.

Work Authorization: US Permanent Resident

